......................, dn. ......................

................................................

................................................

name,

consumer address,

e-mail

**Joanna Śniegocka**

carrying on business under the name:

**Shaman Joanna Śniegocka**

23 Długa Street

63-400 Ostrów Wielkopolski

[info@shaman.pl](mailto:info@shaman.pl)

**Warranty claims**

**for defects**

**THE SUBJECT OF THE COMPLAINT:**

Date of purchase of goods ......................................................................................................

Date on which the goods were found to be defective ..............................................................................................

Merchandise name ......................................................................................................................

Receipt/invoice no. .......................................................................................................

Value of goods .............................. PLN

Consumer bank account number.......................................................................................

description of the defects and the circumstances in which they arose ............................................................................................................................................................................................................................................................................................................................................................................................................................................................ **ADVERTISEMENT**:

(please select one item)

(\_\_\_) replacement of the item with a defect-free item,

(\_\_\_) removal of the defect,

(\_\_\_) price reduction,

or

(\_\_\_) I make a declaration of withdrawal from the contract. (the defect must be material)

.............................................

Consumer's signature

(only if the form is sent on paper)

SELLER'S NOTE:

1. Warranty claims in accordance with the provisions of the Shaman Shop Terms and Conditions apply only to Customers who are Consumers.
2. If the consumer demands that the item be replaced or repaired, the Seller may refuse to comply with this demand provided that the option indicated by the consumer would be impossible for the Seller or would require excessive costs compared to the other possible demand.
3. If the above situation arises, the Seller may offer another solution. Irrespective of this, in this situation the Consumer may change his choice and demand that the goods be brought into conformity with the contract using the other available warranty claims.
4. The Seller shall fulfil a recognised warranty claim within a reasonable time and without undue inconvenience for the Consumer.
5. The consumer can only request withdrawal from the contract if the defect is material.
6. A request for a price reduction should be accompanied by an indication of the amount by which the price is to be reduced (taking into account the value of the goods with the defect and the goods of full value).
7. If the demand made by the Consumer in the complaint concerns repair of the goods, replacement of the goods with new ones, reduction of the price of the goods, the Seller shall consider the complaint within 14 calendar days from the date of its submission.